PERFORMANCE WORK STATEMENT (PWS)

FOR

C-17 GLOBEMASTER III
SUSTAINMENT PARTNERSHIP

GLOBEMASTER SUSTAINMENT PARTNERSHIP
PERFORMANCE WORK STATEMENT
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1.0 SCOPE

The Boeing Company shall assume Total System Support Responsibilities (TSSR) for the C-17 weapon system to include Program Management, Sustaining Logistics, Material and Equipment Management, Sustaining Engineering, Depot Level Aircraft Maintenance, Engine Management, Long Term Sustainment (LTS) Planning, Air Logistics Center Partnering Support, and support of Foreign Military Sales customers. Boeing shall be responsible and accountable for total weapon system availability and performance through management, direction and integration of program support activities and resources.

The Performance Work Statement (PWS) defines the performance-based tasks to be accomplished by the Contractor during FY04-11 to meet operational C-17 sustainment requirements. The Flying Hour Profile set forth in Annex D (USAF & UK Annual Flying Hours and Engine Cycles Profile) and the Site Activation Schedule set forth in Annex Q (Globemaster Sustainment Partnership Site Activation Schedule) are based on the known contractual delivery dates from the current Production contract (F33657-02-C-2001). Boeing's TSSR responsibilities include timely support of early aircraft delivery from the dates set forth in the above annexes. The PWS establishes Contractor responsibility for incorporating engineering and/or field driven changes into the C-17 support system. Annex B (Responsibility Matrix) provides further detail on performance tasks assigned to the Contractor.

The PWS provides contract coverage for planning, integrating, and executing C-17 fleet sustainment. The PWS also provides for the resolution of C-17 fleet sustainment issues, while minimizing or eliminating performance measurement exclusions. The Boeing Company is the Government's primary interface for integrating all PWS requirements involving functional, Integrated Product Team (IPT), subcontract or Government agency interaction.

Performance ground-rules established in basic contract negotiated amounts assumed: support based on block 13 configuration plus the known LRUs being redesigned for contract F33657-02-C-2001, and CCP's included in baseline (reference Annex B Tables 3 & 4). Additionally, variations in the maintenance concepts for the new bases are outlined in Annex Q, (Main Operating Base Information, Table 2: Variations in Base Maintenance Concept). Although not specifically listed in the following paragraphs themselves, performance of this PWS shall be in accordance with the Applicable Documents as set forth in Annex C (Applicable Documents).

The Contractor may be required to perform other C-17 sustainment requirements, not within the scope of this basic Performance Work Statement, when separately directed and funded by the Contracting Officer.

1.1 PROGRAM MANAGEMENT

The Contractor shall manage, direct, and control requirements and processes using an integrated product development and total system support approach. The required outcome of program management shall be to achieve the specific operational performance measures within contract cost, schedule, and performance requirements. The Contractor shall be allowed to locate personnel on Government installations in support of the Contractor's program responsibilities. The Contractor shall support Government requests for management information and special reports. Program Management tasks are described in the following sub-paragraphs.

1.1.1 Government Property Management

The Contractor shall perform Government Property Management.

1.1.2 Configuration/Data Management

The Contractor shall perform Configuration/Data management of delivered air vehicles, peculiar support equipment, and spares. The Contractor shall integrate Government and Contractor data to provide fleet post delivery air vehicles, propulsion system and peculiar support equipment configuration reporting. The Contractor shall update the Government Maintenance Data Collection system for all AFTO Form 103 and Work Found Corrective Maintenance Actions on aircraft undergoing Depot Maintenance and or Modifications, and aircraft, equipment, or spares modified by TCTOs, prior to the return of the aircraft, equipment, or spares. The Contractor shall make available fleet configuration management status to the Government. The Contractor shall ensure that Globemaster Sustainment Partnership generated configuration design changes are compliant with the current C-17 Configuration Management Plan (CMP).

1.1.2.1 Deviation and Waivers

The Contractor shall request and process deviations and waivers to the Government for Peculiar Support Equipment as required, per the CMP. (Request for Deviation/Waiver, DI-E-3129/T)

1.1.3 Program Integration

The Contractor shall integrate sustainment requirements of the C-17 program. The Contractor shall integrate Producibility Enhancement/Performance Improvement (PE/PI), production, training, and engine contract activities to ensure complete sustainment support (e.g., SE, TOs, spares, repair components, data). The Contractor shall measure and document program performance. The Contractor shall provide data to the training systems Contractors that may impact the training systems design. The Contractor shall provide engineering and contract change proposals as requested by the Contracting Officer. The Contractor shall provide logistics support to pollution prevention inquiries. The Contractor shall integrate support regarding mishap investigations and other emergency actions.

The Contractor shall perform site activation planning and requirements definition. Contractor shall provide most effective and efficient support concepts for new C-17 aircraft site activations. Develop and integrate company support and field site requirements to activate new sites. Conduct analyses, develop solutions and implement processes for site activation problems. (Engineering Change Proposal (ECP), DI-CMAN-80639B/T; Contract Change Proposal/Task Change Proposal, DI-ADMIN-81401A/T; Software Version Description, DI-IPSC-81442A; Computer Software Product End Items, DI-MCCR-80700; Specification Maintenance Document (Equipment/Munitions), DI-CMAN-80643B)

1.1.4 Data Access and Systems Interface

The Contractor shall provide the Government access to Contractor C-17 sustainment data systems, maximizing the shared use of integrated electronic data. The Contractor shall provide

training and assistance as necessary for Government personnel requiring access to Contractor data systems. Contractor Globemaster Sustainment Partnership data systems developed and used for execution of this PWS shall interface with the appropriate Government data systems if required. In addition, the Contractor shall maintain and make available data listed in the Data Accession List (DAL) as requested by the Government. (Data Accession List/Internal Data, DI-MGMT-81453).

1.1.5 Cost Schedule Control (CSC)

The Contractor shall collect, analyze, report non-Firm Fixed Price efforts and reconcile program costs to manage C-17 sustainment. The Contractor shall schedule and document program activities. The Contractor shall provide cost, schedule, and performance impact analyses to support Government budget exercises. The Contractor shall collect and reconcile C-17 sustainment cost data in a manner conducive to the support of anticipated Government budget and repricing exercises. (Performance and Cost Report, DI-FNCL-80912/T; Contract Fund Status Report, DI-MGMT-81468; Cost Performance Report, DI-MGMT-81466; Contract Work Breakdown Structure, DI-MGMT-81334).

1.1.6 Surge/Contingency Support

The Contractor shall maintain the plan to support surge, exercise, and contingency requirements. The Contractor shall support actual Government surge, contingency, and reporting requirements, as directed by the Contracting Officer.

1.1.7 Conference Hotel

The Contractor shall provide a 24-hour a day, seven day a week response to operational emergencies. The Contractor shall link a qualified C-17 systems engineer within 30 minutes of notification to airborne C-17 flight crews seeking assistance for the control/resolution of in-flight emergencies. The Contractor shall provide recommendations to assist the Air Force in the resolution of in-flight emergency conditions. Control, direction, and responsibility for action/inaction taken to resolve the emergency condition rests with the Government flight crew.

1.1.8 Crisis Management Support

The Contractor shall provide Crisis Management Support (CMT) to the Government in response to crisis resolution or acquisition surge activities. The Contractor shall support CMT responses with technical assistance and by coordinating, integrating, and documenting all resolution activities. This support includes assisting with the initial assessment of the seriousness of reported problems and the decision whether to continue as a CMT item. The CMT may also support the Rapid Response Process or an Acquisition Surge, which is used to accelerate the fielding of critical systems to meet theater-specific wartime needs. The Contractor shall support Air Force safety and accident investigations when requested by a cognizant authority. The Contractor shall provide 24 hour a day, seven days a week crisis response technical support and management capability.

1.1.9 Quality Assurance Management

The Contractor shall provide a quality management system that is compliant with internationally recognized quality management standards. The quality management system shall emphasize defect prevention in preference to detection, closed loop corrective action including root cause analysis, effective supplier management, software management, process management, continuous improvement and effective quality system deployment to field locations.

1.1.10 Supplier Management

The Contractor shall provide supplier management support for acquiring spares, Repair of Reparables (RoR) spares, support equipment, modifications and retrofit activity, Air Logistics Center partnering activities, and procurement of data in support of this contract.

As options are exercised under PWS 1.8.2 and PWS 1.9,The Contractor shall administer the Direct Sales Partnering Agreement (DSPA), Implementation Agreements (IAs), and Direct Sales Orders (DSOs) with each Air Logistic Center (ALC) for transitioned Depot workloads.

1.2 SUSTAINING LOGISTICS

The Contractor shall provide sustaining logistics support and generate associated data.

1.2.1 Logistics Support Analysis (LSA)

The Contractor shall manage and perform Logistics Support Analysis (LSA) for air vehicle, propulsion and support equipment organizational and intermediate tasks (Reference Annex E). The Contractor shall manage and perform Reliability Centered Maintenance (RCM). The Contractor shall update and maintain the concurrency of the Product Support Management System (PSMS) database. The Contractor shall manage and develop Category One and Two Calibration Measurement Requirement Summary (CMRS). (CMRS, DI-S-6177B).

1.2.2 Support Equipment

The Contractor shall identify and document organizational and intermediate Support Equipment (SE) requirements and manage the Support Equipment Recommendation Data (SERD) process. (Ground Support Equipment Recommendation Data, DI-S-6176/T).

1.2.3 Technical Orders

The Contractor shall incorporate and deliver Class II changes in C-17 organizational, intermediate and flight publications, furnish Contractor Furnished Aeronautical Equipment/Contractor Furnished Equipment (CFAE/CFE) notices for O&I level manuals,

publish and deliver change pages developed under Producibility Enhancement and Performance Improvement (PE/PI) Program/Production contract, manage all commercial manuals utilized by Globemaster Sustainment Partnership, and support post-publication reviews. (Technical Manuals/Commercial Literature DI-M-6153/T (O & I Level and SE TOs); Technical Manual Contractor Furnished Aeronautical Equipment, DI-TMSS-80067B (CFAE/CFE Notices))

1.2.4 Time Compliance Technical Order (TCTO)

The Contractor shall deliver TCTOs to support inspection and modification requirements. (Technical Manuals/Commercial Literature, DI-M-6153/T (Time Compliance Technical Order (TCTO))

1.3 MATERIALS AND EQUIPMENT MANAGEMENT

The Contractor shall perform material and equipment management for air vehicle and Peculiar Support Equipment (PSE), spares, training devices common to aircraft components and propulsion systems in accordance with the following paragraphs. Reference Annex F for tasks considered "Over and Above". As part of Total Asset Visibility (TAV), in FYs 04 and 05, the Contractor Integrated Material Manager (CIMM) shall provide technical assistance to the Air Force in support of its program to develop an implementation policy for Serial Number Tracking (SNT). The CIMM shall support the Government with data to do what-if-computations. The CIMM shall provide inventory reporting which shall also include the Chief Financial Officer Report.

1.3.1 Contractor Integrated Material Manager (CIMM) for Air Vehicle, Propulsion Systems, Peculiar Support Equipment (PSE) Spares, and Spare Parts

The Contractor shall perform as the CIMM for C-17 unique aircraft, F117 Propulsion systems, Peculiar Support Equipment spares, and spare parts to meet the specified PWS performance measurements. The CIMM shall be the single point manager responsible for integrating all spare part issues, including non-Inventory Control Point (ICP) spare parts, with their SSM, DLA, ALC, AMC, AFMC, AETC, ASC, ANG, AFR, PACAF, and any other applicable agency (e.g. USN, GSA, etc). The CIMM functions include managing, forecasting, spares administration, repair administration, allocating, wholesale storing and distribution, and disposal of spare parts for which the Contractor is the ICP.

The CIMM shall forecast worldwide spares and repair requirements and acquire the optimal mix of each to achieve the specified performance measures. The CIMM shall participate in the Engine Review Organization (ERO) process and perform as the single Readiness Spares Package (RSP) Manager. Forecasting shall include: RSP; Special Operations Low Level II (SOLL II); High Priority Mission Support Kit; Forward Supply System (FSS[See Annex B (Responsibility Matrix, Table 5]; Peace Time Operating Stock (POS); depot maintenance; parts obsolescence;

and spares to support block changes. The CIMM shall acquire spares, for which the Contractor is not the ICP, as directed by the Contracting Officer. The CIMM shall support the Readiness

Driver Program through analysis and status reporting of spare parts for which the Contractor is the ICP. The CIMM shall coordinate the reporting of common spares by the appropriate ICP.

The CIMM shall provide depot level repair and overhaul services for C-17 peculiar assets (aircraft components, peculiar support equipment spares, MIP exhibits, and C-17 training devices common to aircraft components), the F117 Propulsion Systems, Auxiliary Power Unit (APU), Fan Thrust Reverser (FTR), and Engine Compartment Doors. As part of the depot level repair and overhaul services the CIMM shall optimize the incorporation of released Commodity TCTOs and Service Bulletins to ensure configuration control.

The CIMM shall provide off-wing maintenance and repairs of the F117 propulsion systems. This includes: 1) Overhauling the engines with a build goal of 2300 N1 cycles for D01 engines and 4400 N1 cycles for D03 engines; 2) Ensuring the monthly average of serviceable propulsion systems and the daily number of fully built-up (FB) War Readiness Engines (WREs) meet the levels established by the Government (in accordance with Annex K ; 3) Implementation of the Engine Structural Integrity Program (ENSIP) in accordance with Annex R.

The Contractor shall perform off-wing re-preservation requirements for uninstalled engines and installation of cannibalized parts.

The Contractor shall manage and develop Provisioning data in support of aircraft and support equipment. The Contractor shall conduct Provisioning Cataloging documentation activity for organizational and intermediate level changes. The Contractor shall manage the Source, Maintenance and Recoverability code change process.

The CIMM shall allocate spares (for which the Contractor is the ICP) to retail level supply via interfaces with the Standard Base Supply System (SBSS). The CIMM shall distribute spare parts to the bases, as identified in Annex D and Annex Q (but see the TSSR responsibility qualification in paragraph 1.0.) The CIMM shall provide Total Asset Visibility (TAV) for spares for which the Contractor is ICP. The Contractor shall provide 24-hour a day, seven-day a week response to all Mission Capable Awaiting Parts (MICAP) requests. See Annex G & Annex L.

1.3.2 Integrated Equipment Manager (IEM) For Peculiar Support Equipment End Items

The Contractor shall perform as the Integrated Equipment Manager (IEM) for C-17 Peculiar Support Equipment (PSE) end items to meet the specified PWS performance measurements. The IEM (as PSE end item ICP) shall be the single point manager responsible for integrating and coordinating all PSE end item issues with the SSM, DLA, ALC, AMC, AETC, ASC, and any other agency. The responsibilities of the IEM for PSE include: replacement forecasting (for all PSE end items); replacement of PSE end items, as directed by the Contracting Officer – (except those listed in Annex J); depot level repairing; storing; distributing; and disposing of this equipment. The IEM shall provide visibility for PSE and Common Support Equipment (CSE) end items. The IEM shall also coordinate CSE requirements with the SSM. Acquisition of CSE will be separately authorized and funded by the Contracting Officer.

Following government approval of a PSE requirement, the IEM shall provide one new and/or modified production representative prototype for each PSE project. New technical order(s)

required to support the prototypes shall be developed and delivered as directed by the Contracting Officer. Retrofit quantities and follow-on quantities shall be procured as directed by the Contracting Officer.

The IEM shall deliver and distribute PSE end items for Main Operating Bases, En Routes, and other sites to required levels as coordinated with SPO and AMC. The IEM shall store and distribute PSE end items within the Continental United States (CONUS). The IEM shall support planning for future site activations. Acquisition of future site activation PSE shall be as directed by the Contracting Officer.

1.3.3 Peculiar Support Equipment Maintenance (PSE)

The Contractor shall provide maintenance support of PSE in accordance with Annex G.

1.3.3.1 Engine Handling Peculiar Support Equipment (EHPSE)

The Contractor shall provide scheduled and unscheduled maintenance support of EHPSE including unscheduled EHPSE depot level maintenance support (in accordance with Annex I, Table D).

The Contractor shall provide emergency assistance for EHPSE maintenance and repair beyond USAF capability at worldwide operational locations.

1.3.3.2 Automatic Test Systems Peculiar Support Equipment (ATSPSE)

The Contractor shall provide for scheduled and unscheduled maintenance support of ATSPSE including depot level maintenance support for items once an existing warranty has expired. Organizational & Intermediate (O&I) level maintenance support for ATSPSE out of warranty will be provided by the Air Force.

1.3.4 Test Aircraft

The CIMM shall provide F77 spares and depot level repair and overhaul services for Test Aircraft components common to production C-17 aircraft to support the Edwards AFB flying hour profile set forth in Annex D. Excludes Test Aircraft Propulsion System items except for the items listed in Annex L.

1.3.5 1.3.5 Packaging, Handling, Storage and Transportation (PHS&T)

As ICP, the Contractor shall provide packaging and marking IAW AFMC Form 158 for all items shipped to government activities. The contractor ICP shall develop/update Data Exchange and Special Packaging Instructions Retrieval and Exchange System (SPIRES). (DI-PACK-80121B/T, Data Exchange (D035T), Special Packaging Instructions (SPI) Retrieval and Exchange System (SPIRES))

The Contractor shall provide transportation to destination for all material under this contract within the CONUS (see Note below), with the exception of PSE. The Contractor shall prepare all PSE and OCONUS-bound material for shipment via the Defense Transportation System per AFMC Form 158. Note: For the purpose of this contract shipments to Hickam AFB HI and Elmendorf AFB AK shall be considered CONUS bases not OCONUS.

The Contractor shall ensure that classified materiel is shipped IAW DoD5220.22-M "National Industrial Security Program Operating Manual".

1.4 SUSTAINING ENGINEERING

The Contractor shall provide sustaining engineering in support of user operations and maintenance, define requirements, and perform analyses to sustain Operation Safety, Suitability and Effectiveness (OSS&E) of the C-17 weapon system. The Contractor shall plan and integrate aircraft changes and/or maintenance activities to maximize aircraft availability, reduce Operating and Support (O&S) costs, and support long-term maintenance planning activities.

The Contractor shall provide technical support to field operations and customer inquiries. This support includes engineering dispositions, on-ground and in-flight troubleshooting, in-service evaluations and deployments.

The Contractor shall support safety investigations, operational mishap investigations and aircraft recoveries. Travel costs in support of this paragraph shall be as directed by the Contracting Officer (see Annex F).

The Contractor shall perform systems engineering to include engine and support integration; Reliability, Maintainability and Availability (RM&A) and Reliability-Based Logistics/Trigger-based Item Management (RBL/TBIM) investigations in order to optimize long-term fleet sustainment and reduce the Operating and Support (O&S) cost. The Contractor has the discretion to implement Class II changes that reduce the cost of sustaining the air vehicle or Peculiar Support Equipment.

The Contractor shall provide engineering assistance in support of operational use of the Peculiar Support Equipment (PSE). The Contractor shall conduct analyses and prepare recommendations for new PSE and modifications to existing Peculiar Support Equipment (PSE) in response to non-Class I changes and to requirements to improve the PSE.

1.4.1 Deficiency Report/Material Improvement Plan (DR/MIP) Management

The Contractor shall perform DR/MIP management in compliance with T.O. 00-35D-54, as modified by System Program Office (SPO)/Contractor approved process.

1.4.1.1 DR/MIP Investigation

The Contractor shall conduct DR/MIP investigations to include any required supplier/vendor activities.

1.4.1.2 MIP Implementation

The Contractor shall perform non-recurring engineering activities required to incorporate Class II improvements to the weapons system resulting from MIP investigations for those projects approved via the AMC/SPO/Boeing Council. This non-recurring engineering support shall include all required design, planning, drawing releases, testing, and airworthiness, and supportability verification efforts. This effort shall be accomplished under Contract Line Item 0014 and the SubCLINs thereto.

1.4.1.3 Fleet Update with MIP Improvements

The Contractor shall update (i.e., retrofit) the fleet with MIP Improvements approved by the AMC/SPO/Boeing Council. The schedule for fleet upgrade shall be planned and coordinated with the Maintenance Modification activity to minimize aircraft downtime. This effort shall be accomplished under Contract Line Item 0014 and the SubCLINs thereto.

1.4.2 Parts Obsolescence Program

The Contractor shall maintain a predictive parts obsolescence program in accordance with C-17 Diminishing Manufacturing Sources Plan. The Contractor shall ensure that obsolescence issues are identified and technical solutions are identified to effect timely and cost-effective solutions.

1.4.3 1.4.3 Airframe Structural Integrity Sustainment

The Contractor shall perform non-recurring engineering activities to resolve specific airframe discrepancies identified during the airframe full-scale testing. New designs shall meet all C-17 Specification requirements by following the guidelines set forth in Memorandum C-17-MTB-97-034 (Qualification Of Redesigned C-17 Structural Components) in keeping with maintaining airworthiness standards on the C-17. Discrepancies to be addressed consist of the following items: (1) Fwd Fuselage Crew Door Aft Jam (P-1-P-66); (2) Longeron #3 at Aft Pressure Bulkhead; and, (3) Aft Fuselage Frames at Cargo Door Jamb (P-1-P-48).

1.4.4 Engine Trending and Diagnostics

The Contractor shall perform engine trending and diagnostic to perform fleet-wide analysis necessary to forecast the status of the C-17 propulsion system(s), identify adverse performance trends to the total fleet, and identify adverse trends and/or faulty LRU indications to individual aircraft/propulsion system(s). Upon request from the contracting officer the Contractor shall

assist in the migration of all Engine Trending and Diagnostics data into the approved ETD program.

1.5 DEPOT LEVEL AIRCRAFT MAINTENANCE

Depot level aircraft maintenance consists of scheduled maintenance, unscheduled maintenance, and related planning and scheduling activities.

1.5.1 Planning and Scheduling

The Contractor shall provide planning and scheduling for air vehicle depot maintenance, modifications, and other requirements to support the Global Reach Improvement Program (GRIP). The Contractor shall also provide long-term planning for development, implementation and support for aircraft systems depot level maintenance requirements. The Contractor shall plan for, establish, and maintain the capability to perform unscheduled maintenance. The Contractor shall maintain a management process for TCTO kits to include resources to accomplish kit planning, kitting, and shipment.

1.5.2 Scheduled Aircraft Maintenance

The Contractor shall perform the scheduled maintenance per the schedule set forth in Annex H.

The Contractor shall also perform modifications and retrofits, corrosion control and correct discrepancies discovered during scheduled maintenance; or Government requested maintenance actions (e.g., TCTOs, delayed discrepancies) as directed by the Contracting Officer in accordance with Annex F.

1.5.3 Unscheduled Maintenance

The Contractor shall provide unscheduled aircraft maintenance and repair.

The Contractor shall also provide drop-in maintenance, worldwide deployment of Recovery and Modification Services (RAMS) teams, aircraft recovery, and short notice response for technical or maintenance assistance, as directed by the Contracting Officer in accordance with Annex F.

1.6 RESERVED

1.7 ENGINE MANAGEMENT

The Contractor shall perform all base level C-17 Engine Management functions in accordance with the following paragraphs. The Contractor shall support any using command requests for management information and special reports.

1.7.1 Base Level Engine Management

The Contractor shall perform all base-level engine management tasks and documentation necessary to maintain C-17 propulsion system assets. The Contractor shall provide loading of engine data into Air Force data systems (including but not limited to: Comprehensive Engine Management System (CEMS) and G081), processing of propulsion system assets to and from Air Force locations, documentation of serialized part removal/replacement actions, management of TCTOs, documentation of cannibalization actions, and scheduling/tracking of propulsion system maintenance and life limited parts. The Contractor shall support daily engine status reporting requirements. The Contractor shall perform other tasks as directed by using command with the understanding that some of the normal tasks may be impacted.

1.7.2 Aircraft Quick Access Recorder (QAR) Data Processing

The Contractor shall process all aircraft QAR data. The Contractor shall provide access to fleet or engine health summary data. The Contractor shall make corrections to Government data systems G081 and Engine Trending and Diagnostics database as a result of QAR data processing.

1.8 LONG TERM SUSTAINMENT (LTS) PLANNING

The Contractor shall provide long-term sustainment planning in support of Total System Support Responsibility (TSSR) and Post-Production Support planning.

1.8.1 Total System Support Responsibility (TSSR) Planning

The Contractor shall develop and maintain a strategic TSSR plan. The plan shall be a rolling five to ten-year look-ahead that addresses all of the major areas of sustained support. The plan shall incorporate existing processes and provide integration of those processes for management across the support activities. The plan shall integrate with the Production and PE/PI contracts to address engineering and procurement actions that impact customer support; and should be in coordination with Life Cycle Customer Support planning. It is essential that the TSSR plan be maintained to address current support impacts and long-range corrective actions to include the following workload areas and/or issues: Repair of Reparable (RoR); Spares; Parts Obsolescence; Engineering and technical data; Aircraft Depot Maintenance & Modifications (both scheduled and unscheduled) and software maintenance. The plan shall ensure the most efficient, effective and consistent support obtainable for the C-17, and provide a strategic roadmap for Boeing operational and support planning. (Note: TSSR plan on DAL)

1.8.2. Post-Production Support Plan (PPSP) (OPTION)

1.8.3 Partnership Support Planning

The Contractor shall support the Depot Maintenance Activation Working Group (DMAWG). Maintain a Depot Partnering project office as a primary point of contact for the DMAWG and SPO to address partnering support issues and activities. The Contractor shall support the USAF Biennial Core Assessment data collection and analysis.

1.9 Air Logistics Center Partnering Support

The following activities shall be exercised as options under SCR H-001, Paragraphs 7 and 8. The Contractor shall support transition of Core designated workloads, as selected from Annex O,

C-17 Core Workload Plan, to the designated Technology Repair Centers (TRC). To facilitate the transition to the ALCs, the Contractor shall provide planning, analysis, requirements definition, ALC activation support, and sustainment for partnered workloads. This ALC partnering support section focuses on Partnership activities that are in addition to those applied by the Contractor to their private sector repair vendors.

2.0 FY 04-11 PERFORMANCE MEASURES

The Contractor shall meet the following performance work statement measures to comply with the FY04-11 system level requirements. These metrics are for the virtual fleet including UK aircraft. Measurement of these requirements shall be accomplished in accordance with the attached Requirements Measurement Plan.

2.1 Globemaster Sustainment Partnership Aircraft Availability (GSAA)

Required Performance: Maximize number of aircraft available for missions.

	FY04	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**
Requirement:	75.0%	76.3%	77.6%	78.4%	79.1%	TBD	TBD	TBD

2.2 Flying Hours Achievable

Required Performance: Maintain highest level of flying hours available for Wartime mission availability based on WSMIS/SAM reporting IAW AFI 10-201. This metric is applicable for USAF only.

	FY04	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**
Requirement:	95%	95%	95%	95%	95%	TBD	TBD	TBD

2.3 MICAP

Required Performance: Provide MICAP Services for any F77 MICAP priority demand with an Urgency of Justification Code (UJC) of 1A (NMCS) delivering assets within continental United States (CONUS) within 48 hours from the time of demand (96 hours UK).

	FY04	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**

Requirement:	80%	80%	80%	80%	80%	TBD	TBD	TBD

2.4 Aircraft Depot Maintenance Scheduling Effectiveness (DMSE)

Required Performance: Completion of scheduled maintenance tasks and negotiated and approved work, including over and above (O&A) work requirements within the negotiated schedule time.

	FY04	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**
Requirement:	98-101%	98-101%	98-101%	98-101%	98-101%	TBD	TBD	TBD

2.5 Issue Effectiveness

Required Performance: Maintain high issue effectiveness at the Main Operating Base standard base supply system for all assets for which the Contractor is the ICP, excluding non-stock-listed assets.

	FY04	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**
Requirement: XD items	82%	82%	82%	82%	82%	TBD	TBD	TBD
Requirement: All Others	67%	75%	78%	80%	80%	TBD	TBD	TBD

2.6 Customer Satisfaction

Required Performance: To ensure customer satisfaction using the Shared Destiny/Operating Principles from the C-17 Yellow Card across eleven focus areas of the PWS.

Table 1								
	FY04	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**
Requirement:	1-5	1-5	1-5	1-5	1-5	TBD	TBD	TBD

3.0 UNITED KINGDOM SUSTAINMENT

This section of the PWS defines the unique C-17 sustainment requirements that shall be accomplished by the Contractor for the United Kingdom (UK) Royal Air Force (RAF) Short Term Strategic Airlift (STSA) program. The UK STSA program integrates the four UK STSA aircraft into a total C-17 fleet Globemaster Sustainment Partnership program. As such, the UK STSA program shares USAF sustainment resources for most of the PWS functional areas on a "pro-rata" basis. RAF costs for participation are based on paying a pro rata share of the contract costs based on the period of participation, flying hours and the number of RAF C-17 aircraft receiving the benefits of this sustainment concept. See Annex A (Definitions) for UK unique

definitions. The UK STSA unique Sustainment program activities shall be performed per the following paragraphs.

3.1 UK UNIQUE SUSTAINMENT REQUIREMENTS

3.1.1 UK C-17 Maintenance

The Contractor shall provide off-aircraft C-17 airframe, engine, and Support Equipment maintenance in support of RAF Base Brize Norton.

3.1.2 UK C-17 Supply Operation

The Contractor shall manage a Stock, Store, and Issue Supply operation at RAF Base Brize Norton to support two full shifts and provide 24/7 coverage. Assets to be managed include Boeing, USAF, DLA, and UK provided parts.

3.1.3 UK C-17 Field Support and ILS Management

The Contractor shall undertake unique program management tasks in support of the UK Program. As well as the tasks detailed in Section 1.1 of the PWS, this section includes those tasks required to support the additional effort generated by the UK program. Such tasks may be generated by the UK contingency and 24/7 field operations, as well as, the operational and support, geographical and organizational conditions unique to the UK.

3.1.4 UK C-17 Mod Kits and Safety Mods

The Contractor shall provide the installation of Minor, Major and Safety of Flight Modifications, per the GRIP Block upgrades schedule, as directed by the Contracting Officer.

3.1.5 UK C-17 Support Equipment (SE)

The Contractor shall install, checkout, and demonstrate selected Peculiar (Special-to-Type) and Standard (Common) SE at RAF Base Brize Norton, as required, including engine trailers. The Contractor shall perform on-site quality assurance management during installation, checkout, and demonstration of Standard (Common) SE at RAF Base Brize Norton. The Contractor shall provide packaging and crating of SE for shipment to RAF Base Brize Norton. The Contractor shall procure common SE as directed by the Contracting Officer.

3.1.6 UK C-17 Depot Level Sustainment

The Contractor shall provide scheduled and unscheduled depot level aircraft maintenance as directed by the contracting officer.. This effort also includes: RAMS teams to support the RAF

C-17 aircraft, F117-PW-100 engine, painting of aircraft, Analytical Condition Inspection (ACI) for aircraft, and engine support equipment and training equipment, as required.

3.1.7 UK C-17 Core Integrated Processor (CIP) Task Trainer

The Contractor shall provide continuing support and upgrades, as required, to the 3 CIP trainers (part number ATSTT00).

3.1.8 UK C-17 In-Country Contractor Support

The Contractor shall provide In-Country Contractor Support at RAF Base Brize Norton.

3.1.9 UK C-17 Engine Health Monitoring and Status

In addition to the performance requirements in PWS 1.4.4, the Contractor shall perform the following UK unique C-17 health monitoring tasks at RAF Brize Norton: Retrieve and process QAR media for uploading to the existing data system. Review data sequence and quality reports and initiate corrective action to correct data. Transmit processed media data to Charleston AFB engine health monitor.

3.1.10 UK C-17 G081 Data Transcription

The Contractor shall document and collect limited RAF C-17 maintenance data. The Contractor shall perform configuration management and configuration status accounting of delivered air vehicles. The Contractor shall create, maintain, and update the USAF Maintenance Data Collection system (G081), non-real time, with RAF C-17 maintenance data, to an agreed upon matrix (see Annex B hereto) of applicable data collection programs (such data as Maintenance Data Documentation (MDD), Aircraft Flying Hours, Configuration End Item (CEI) transactions, Time Compliance Technical Order (TCTO) completion actions and ”Dash 6” time change interval items). The Contractor shall perform quality documentation checks to ensure data transcription and accuracy from RAF forms and products into USAF G081 input screens. The Contractor shall not be required to populate or maintain management and scheduling type programs in G081 (such as aircraft generation reports (8020), mobility and manpower programs, and Variable Information Retrieval Programs (VIRP).

3.1.11 UK C-17 Flotation Equipment Deployment System (FEDS) Maintenance

The Contractor shall perform preventive and corrective maintenance for the Flotation Equipment Deployment System (FEDS) devices.

3.1.12 UK C-17 Export Control & Administration

The Contractor shall perform activities as required to assure compliance with USG export control regulations relative to the UK and to ensure timely and proper customs clearance for all shipment/deliveries to and from the UK.

3.1.13 UK C-17 Continued Airworthiness

The Contractor shall update the Safety Case and Military Aircraft Release (MAR) as required to reflect all Class I changes (i.e., changes to the C-17 System Specification or the C-17 Air Vehicle Specification), and Class II changes that are recommended for UK C-17 aircraft effectivity by the Configuration Control Board (CCB) as defined by the Configuration Management Plan and approved by the UK. Continued airworthiness support shall also include providing engineering support and data relevant to the RAF MAR process in coordination with the USAF.

The Contractor shall evaluate potential changes in the UK C-17 role and/or capabilities that necessitate an airworthiness evaluation and/or require modification of the Safety Case or MAR. This effort shall be accomplished under Contract Line Item 0015 and the SubCLINs thereto. (Technical Report-Studies/Services UK Military Aircraft Release; DI-MISC-80508/T, System Safety Engineering Report UK Safety Case Report, DI-H-7050/T).

3.1.14 UK C-17 Support Equipment Program Management and Technical Support

The Contractor shall provide engineering technical support, and Integrated Equipment Management (IEM) services from Long Beach to support the unique requirements of the United Kingdom DLO, RAF, and the Boeing Brize Norton Field Service Technical Representatives (FSTR) and SE maintenance staff.